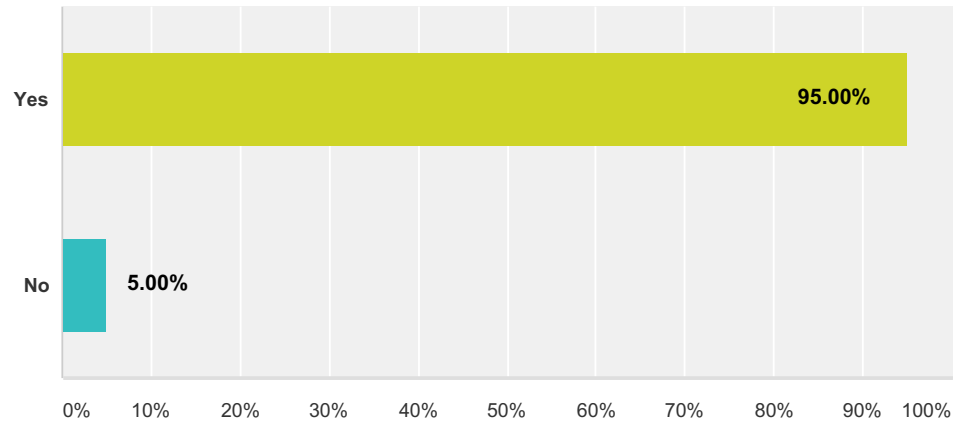


# 2014/15 VR Client Satisfaction Survey

## Q1 Are you currently employed?

Answered: 60 Skipped: 0



Answer Choices	Responses
Yes	95.00% 57
No	5.00% 3
Total	60

#	If yes, where?	Date
1	Golden Generation Center	9/17/2015 9:45 AM
2	McDonald's	9/17/2015 9:21 AM
3	IES	9/2/2015 9:13 AM
4	Munso & Peterson, Bonfire Grill	9/1/2015 3:49 PM
5	Mosaic	9/1/2015 3:37 PM
6	Taco Bell	8/27/2015 11:05 AM
7	American Security	8/24/2015 3:51 PM
8	Walmart	8/24/2015 10:50 AM
9	All Points	8/19/2015 1:41 PM

## 2014/15 VR Client Satisfaction Survey

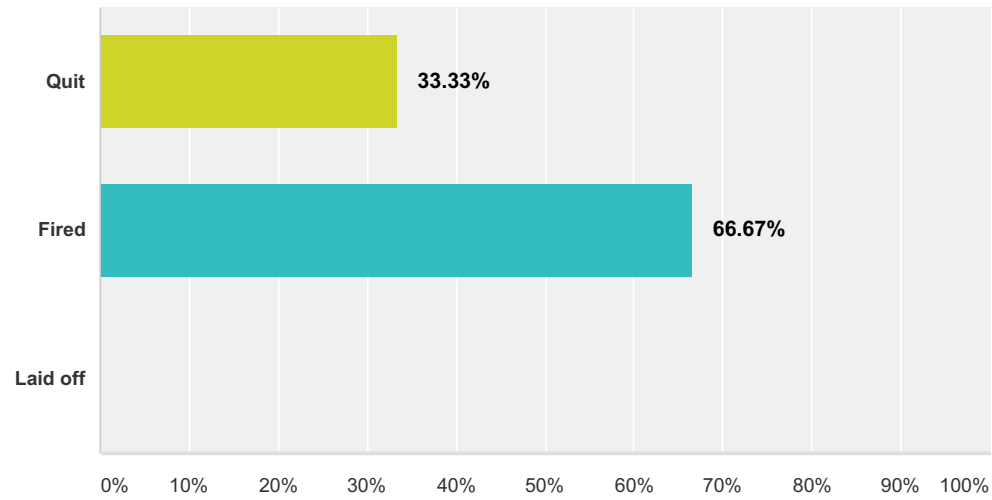
10	Cobblestone Hotel & Suites	8/18/2015 1:58 PM
11	Schake Construction	8/17/2015 1:59 PM
12	Kearney public schools	8/5/2015 11:34 AM
13	Goodwill Industries	8/4/2015 10:18 AM
14	Complete Auto Repair	8/3/2015 3:08 PM
15	Otten's electric	8/3/2015 12:01 PM
16	SubConn	7/31/2015 2:21 PM
17	In Korea / teaching English	7/23/2015 2:52 PM
18	Pizza Hut	7/20/2015 1:50 PM
19	Good Samaritan Hospital	7/9/2015 11:23 AM
20	Payne Septic Wells	7/7/2015 1:09 PM
21	Pizza Hut	7/2/2015 3:37 PM
22	Eaton's	6/29/2015 3:11 PM
23	Travelocity	6/17/2015 3:50 PM
24	Taco Johns and UNK Food Service	5/20/2015 2:03 PM
25	Buffalo County Fairgrounds	5/11/2015 4:35 PM
26	Hy-Vee	5/7/2015 12:09 PM
27	Community Action Headstart	5/7/2015 11:57 AM
28	Rail Crew Xpress	4/16/2015 4:14 PM
29	Golden Living	4/14/2015 3:52 PM
30	United Methodist Church	4/14/2015 3:14 PM
31	McDonalds	4/14/2015 2:17 PM
32	Kmart	4/14/2015 1:56 PM
33	Hy-Vee	4/9/2015 5:48 PM
34	Culvers	1/9/2015 5:15 PM
35	Maverick Fertilizer	1/7/2015 10:03 AM
36	Hastings Tribune	1/6/2015 2:17 PM
37	Sargent Pipe	12/31/2014 10:31 AM
38	Younes Hospitality Center	12/30/2014 10:01 AM

## 2014/15 VR Client Satisfaction Survey

39	Farm/Ranch Family	12/26/2014 1:04 PM
40	Good Samaritan Hospital	12/23/2014 11:43 AM
41	Pump and Pantry	12/12/2014 4:56 PM
42	Norm's Plumbing	12/9/2014 4:53 PM
43	Little Learner Children Academy & Christians Homes	12/5/2014 3:43 PM
44	UNK Dining Services	11/26/2014 1:42 PM
45	Super 8	11/25/2014 11:15 AM
46	Hy-Vee	11/17/2014 11:30 AM
47	Mid Nebraska Individual Services	11/10/2014 2:26 PM
48	Hy-Vee & McDonald's	11/6/2014 2:15 PM
49	Hy-Vee	11/5/2014 4:49 PM
50	Faith Methodist Church	11/4/2014 11:19 AM
51	Walmart	10/15/2014 2:53 PM
52	YRTC State of NE	10/10/2014 4:19 PM
53	Hy-Vee	10/10/2014 11:20 AM
54	Charlie's Lawn Care	10/8/2014 1:56 PM
55	Malace International	10/6/2014 1:51 PM
56	Hy-Vee	10/6/2014 10:44 AM
57	Hy-Vee	10/2/2014 11:33 AM

## Q2 If not, did you quit, were you fired or laid off?

Answered: 3 Skipped: 57

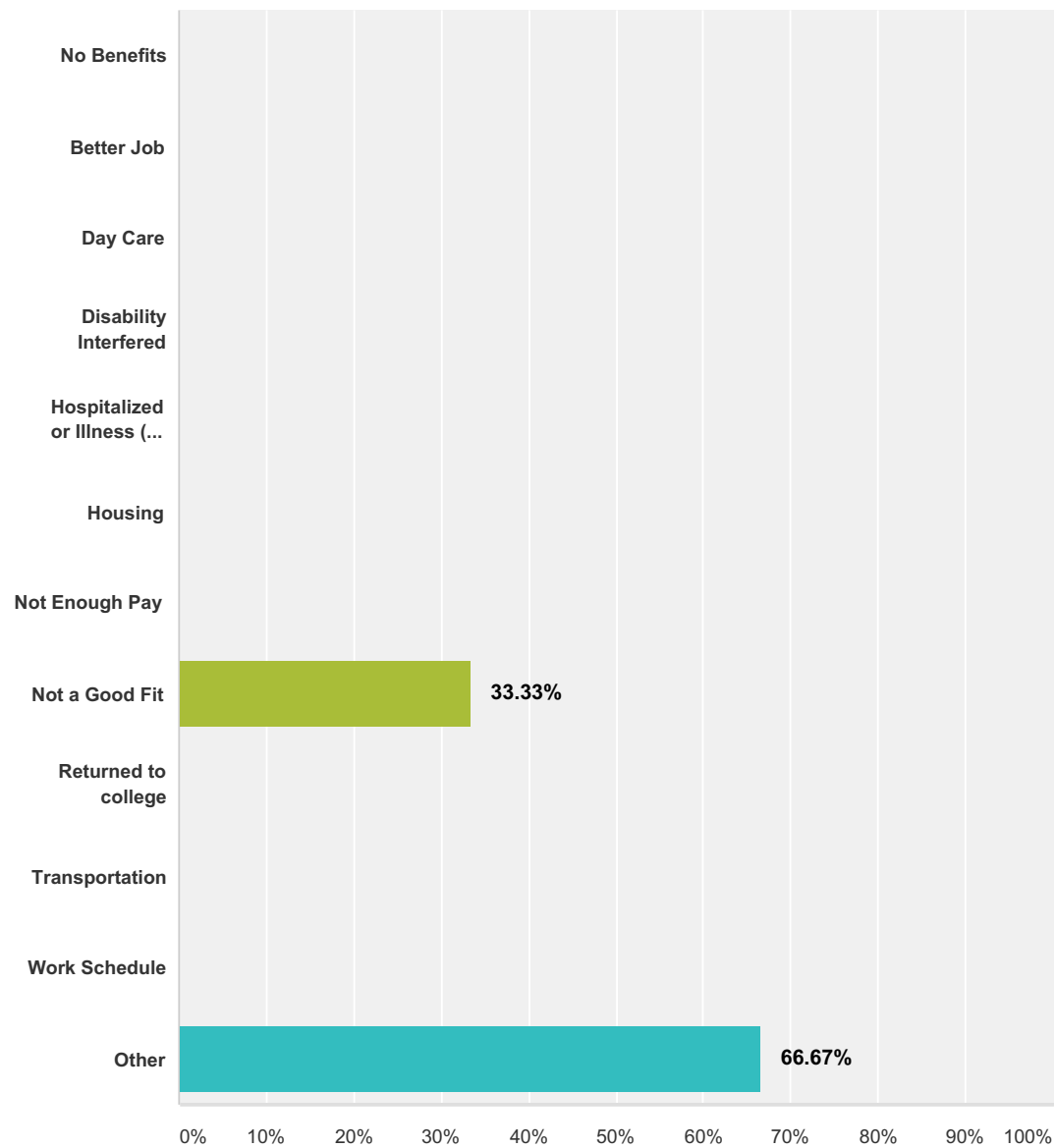


Answer Choices	Responses	
Quit	33.33%	1
Fired	66.67%	2
Laid off	0.00%	0
<b>Total</b>		<b>3</b>

**Q3 Can you tell me why you ( quit, were fired, were laid off)?**

Answered: 3 Skipped: 57

## 2014/15 VR Client Satisfaction Survey



Answer Choices	Responses
No Benefits	0.00% 0
Better Job	0.00% 0

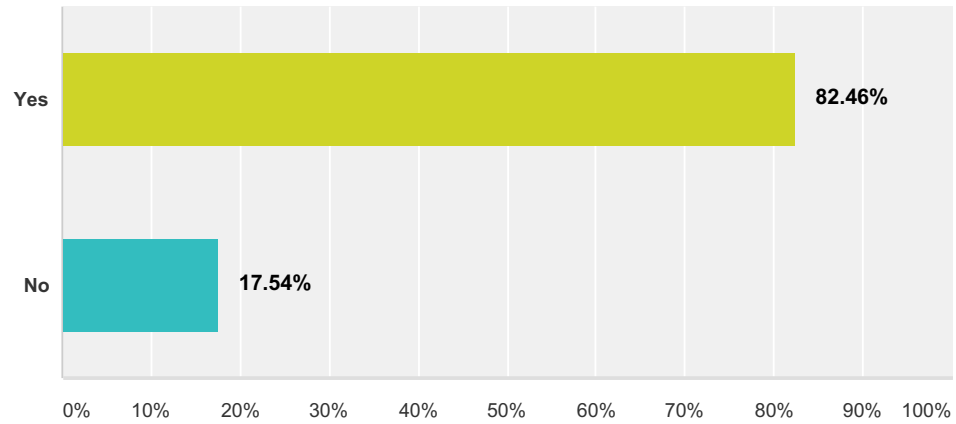
## 2014/15 VR Client Satisfaction Survey

Day Care	0.00%	0
Disability Interfered	0.00%	0
Hospitalized or Illness (Not disability related)	0.00%	0
Housing	0.00%	0
Not Enough Pay	0.00%	0
Not a Good Fit	33.33%	1
Returned to college	0.00%	0
Transportation	0.00%	0
Work Schedule	0.00%	0
Other	66.67%	2
<b>Total</b>		<b>3</b>

#	Specify Other Reason	Date
1	Fired for not being friendly to the guests.	7/31/2015 10:58 AM
2	Personality conflict between himself and his supervisor	7/20/2015 1:32 PM
3	Was fired for a variety of reasons. He spent a little time in jail and then he did go back after he was released, but then was eventually fired for not showing up, not getting along with co-workers	6/11/2015 1:39 PM

## Q4 Does your job meet your current needs?

Answered: 57 Skipped: 3

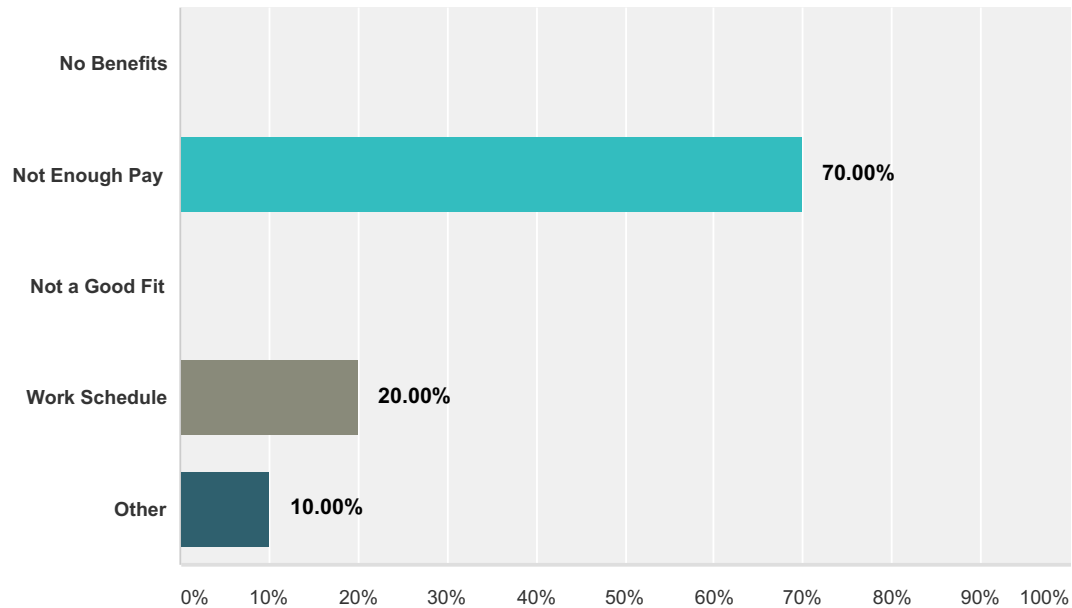


Answer Choices	Responses	
Yes	82.46%	47
No	17.54%	10
<b>Total</b>		<b>57</b>



## Q5 If no, what needs are not being met by your job?

Answered: 10 Skipped: 50



Answer Choices	Responses
No Benefits	0.00% 0
Not Enough Pay	70.00% 7
Not a Good Fit	0.00% 0
Work Schedule	20.00% 2
Other	10.00% 1
<b>Total</b>	<b>10</b>

#	Specify Other Reason	Date
1	Health reasons.	12/31/2014 10:31 AM

## Q6 What did Nebraska VR provide that was most helpful to you?

Answered: 58 Skipped: 2

#	Responses	Date
1	VR helped her with obtaining hearing aids.	9/17/2015 9:45 AM
2	Amanda called. Ryder is incarcerated right now. As of today, he still has his job. She was worried that he couldn't return to VR if need be. I assured her he could. Updated phone number. "VR gave us money to get our car fixed so he could work. Myron was so encouraging for Ryder"	9/17/2015 9:21 AM
3	VR gave him direction and helped him financially	9/2/2015 9:15 AM
4	VR assisted with school. She also appreciated the security she felt from VR.	9/1/2015 3:50 PM
5	VR assisted with college expenses. Client has changed direction and loves her job at Mosaic.	9/1/2015 3:38 PM
6	"VR really helped me. They gave me Compass tests, helped me with my applications and leads"	8/27/2015 11:06 AM
7	VR assisted her in obtaining employment	8/24/2015 3:51 PM
8	"VR really helped when we didn't have much money. They helped with finding this job and gave us vouchers to buy clothes for work"	8/24/2015 10:51 AM
9	"VR helped me with school and the process of getting a job"	8/19/2015 1:42 PM
10	VR assisted him with job leads.	8/17/2015 1:59 PM
11	Helped her emotionally look for a job.	8/5/2015 11:35 AM
12	VR gave him confidence	8/3/2015 3:08 PM
13	Myron was very consistent to speak with Kaden. Very instrumental in Kaden's success. VR helped financially too.	8/3/2015 12:04 PM
14	Mother didn't know VR assisted him. She thinks his high school counselor was extremely helpful.	7/31/2015 2:22 PM
15	Job leads Encouragement	7/31/2015 10:59 AM
16	Helped me a lot with support. I have anxiety issues.	7/23/2015 2:53 PM
17	Assisted Phil in testing - he has speech & reading disabilities. Assisted him with a hands-on testing environment so he could comprehend and do well.	7/20/2015 1:52 PM
18	Confidence Testing on his abilities Reality in front of him	7/20/2015 1:33 PM
19	Helped me with Project Search	7/9/2015 11:23 AM
20	VR gave him support.	7/7/2015 1:10 PM
21	The VR referred me to Goodwill to teach me how to communicate better with co-workers.	7/2/2015 3:38 PM
22	Hearing aids - enabled him to retain his job.	6/29/2015 3:11 PM
23	"They helped me get a job"	6/17/2015 3:50 PM

## 2014/15 VR Client Satisfaction Survey

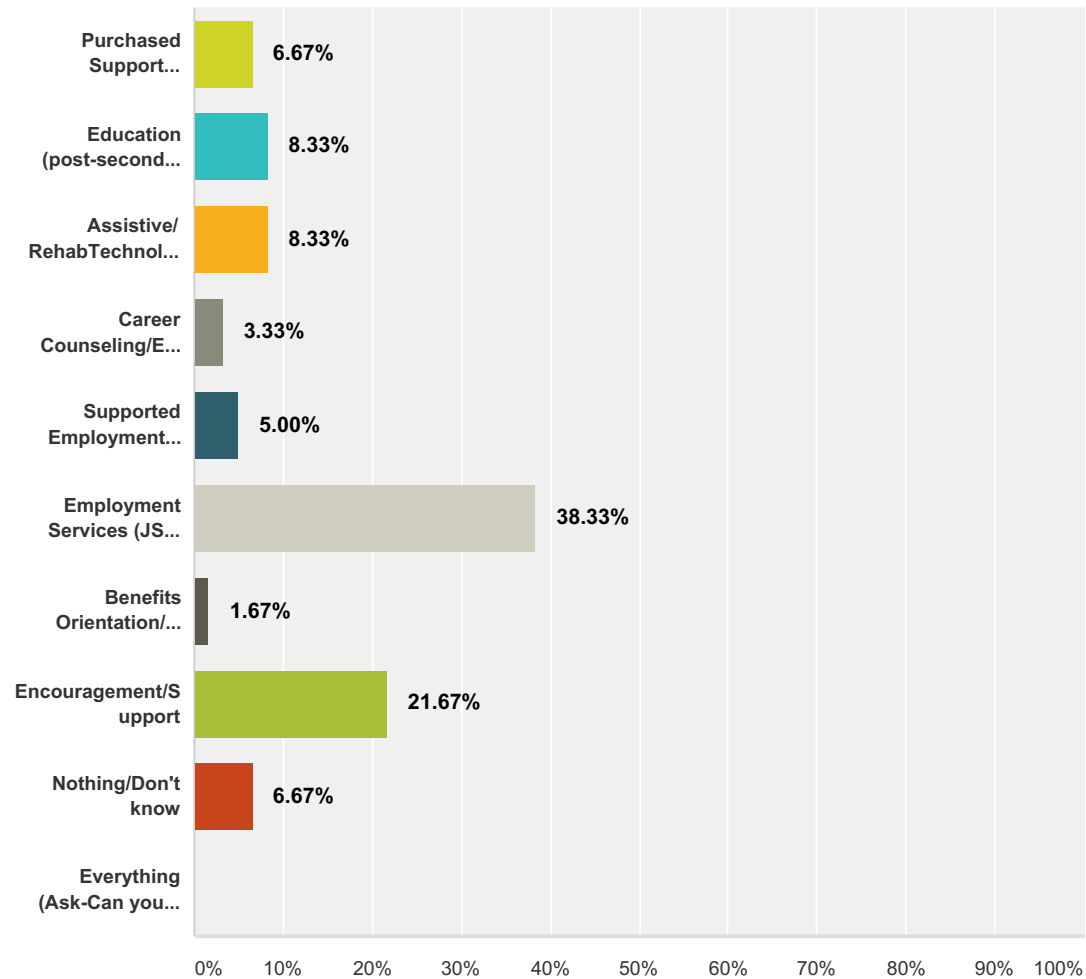
24	Couldn't recall	6/11/2015 1:40 PM
25	"V.R. was very good to us."	5/20/2015 2:04 PM
26	Guidance, help filling out the application	5/11/2015 4:35 PM
27	He didn't know	5/7/2015 12:09 PM
28	They helped me find 2 jobs, the first was at Cabella's and the 2nd was at Headstart. They also explained about earnings and Social Security.	5/7/2015 11:58 AM
29	Job search and applying places	4/16/2015 4:16 PM
30	They helped me finding a job	4/14/2015 3:53 PM
31	They helped me find a job and then they bought a new office chair for me.	4/14/2015 3:15 PM
32	I'm sorry, but I didn't know VR was even involved with Jill. We work with Jackie at Goodwill.	4/14/2015 2:17 PM
33	They put me onto Goodwill	4/14/2015 1:56 PM
34	They helped me with my resume and pointed me in the direction of Hy-Vee. They also helped me get some new clothes.	4/9/2015 5:49 PM
35	Helping consumer get a job.	1/9/2015 5:16 PM
36	Gave consumer more of an understanding on what to prepare for the real world and how to use the resources that are given to you.	1/7/2015 10:04 AM
37	Consumer could not remember.	1/6/2015 2:18 PM
38	Helped consumer find a job.	12/31/2014 10:32 AM
39	The ball chair; it has been a lifesaver.	12/30/2014 10:01 AM
40	The side-by-side to get around to do chores.	12/26/2014 1:05 PM
41	Helped consumer with the computer, built up consumer's confidence, listened to what consumer wanted for a job and helped consumer look into those career fields and helped consumer with how to dress for job interviews.	12/23/2014 11:44 AM
42	Finding a job.	12/12/2014 4:56 PM
43	Fixed consumer's van and helped consumer make a resume.	12/9/2014 4:54 PM
44	They helped consumer find jobs that they did not know were out there. V.R. did more for consumer than what they expected.	12/5/2014 3:44 PM
45	Helped consumer understand how to get along with other people and helped with finding a job.	11/26/2014 1:42 PM
46	Helped pay for some more education, clothing needs and interview training.	11/25/2014 11:17 AM
47	Paid for C.N.A. class.	11/17/2014 11:31 AM
48	The application process and the practice interviews.	11/10/2014 2:27 PM
49	Helped consumer get a job.	11/6/2014 2:15 PM
50	Help finding a job.	11/5/2014 4:49 PM
51	The support to help find a job.	11/4/2014 11:19 AM
52	Helped consumer pay for college.	10/15/2014 2:54 PM

## 2014/15 VR Client Satisfaction Survey

53	Encouraged consumer a lot and helped consumer get hearing aids.	10/10/2014 4:21 PM
54	Everything. V.R. was always there when consumer needed them.	10/10/2014 11:20 AM
55	Helped consumer with interviews and trying to find a job.	10/8/2014 1:57 PM
56	Helped consumer get some work pants.	10/6/2014 1:55 PM
57	Helped consumer find a job.	10/6/2014 10:45 AM
58	Helped pay for work clothes.	10/2/2014 11:33 AM

# **Q7 Mark the category the client indicated was the most helpful.**

Answered: 60 Skipped: 0



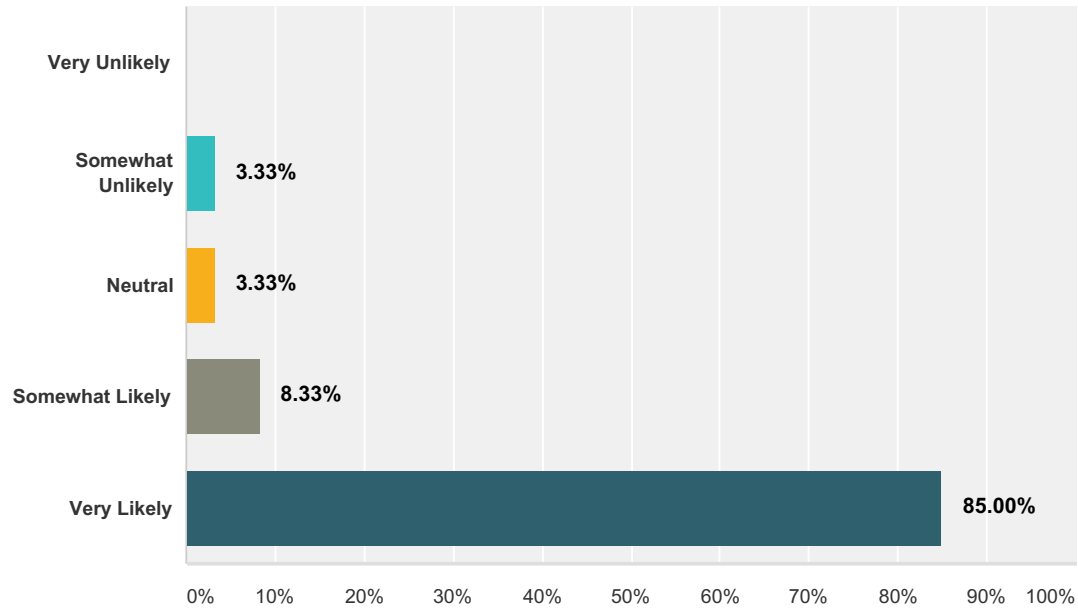
Answer Choices	Responses	
Purchased Support Services (clothing, gas, bus tickets, auto repair, interpreter, etc.)	6.67%	4

## 2014/15 VR Client Satisfaction Survey

Education (post-secondary training)	8.33%	5
Assistive/ RehabTechnology (Assistive device, hearing aids, prosthesis, medical goods, home/vehicle mods)	8.33%	5
Career Counseling/Evaluation (Career planning, vocational evaluation, etc.)	3.33%	2
Supported Employment (Goodwill, Community Alliance, DD Provider, Autism Center of Nebraska, etc. )	5.00%	3
Employment Services (JSS, application/resume assistance, interview prep, advocating with employers, etc.)	38.33%	23
Benefits Orientation/Benefits Analysis	1.67%	1
Encouragement/Support	21.67%	13
Nothing/Don't know	6.67%	4
Everything (Ask-Can you be more specific?)	0.00%	0
<b>Total</b>		<b>60</b>

### Q8 How likely are you to recommend Vocational Rehabilitation to a friend or family member?

Answered: 60 Skipped: 0



Answer Choices	Responses	
Very Unlikely	0.00%	0
Somewhat Unlikely	3.33%	2
Neutral	3.33%	2
Somewhat Likely	8.33%	5
Very Likely	85.00%	51
<b>Total</b>		<b>60</b>

## 2014/15 VR Client Satisfaction Survey

### Q9 Please share any other comments or suggestions you may have.

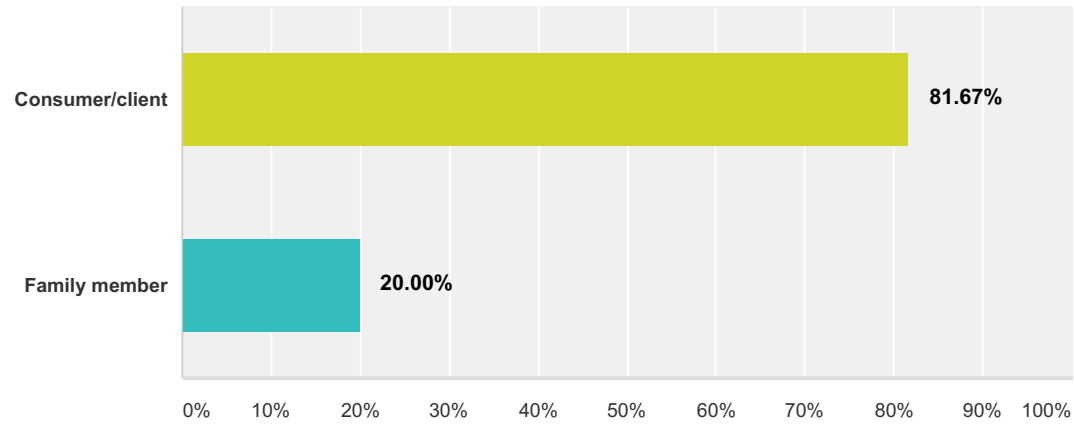
Answered: 10 Skipped: 50

#	Responses	Date
1	My bro gets a lot of help from VR.	7/23/2015 2:54 PM
2	Taking classes at UNK to become a Certified Equipment Manager for college sports. He is also still with Pizza Hut.	7/20/2015 1:53 PM
3	He's not working, joined electrical union, looking for a job. He was just going to call Cindy Powell to assist him with job leads when I called.	7/20/2015 1:34 PM
4	VR did take forever. Scheduled meeting and they cancelled. It took awhile for him to get in to see someone.	7/9/2015 11:24 AM
5	He has recommended others .	6/29/2015 3:12 PM
6	Talked with the mother who said that she continues to encourage him to work with VR, but it "falls on deaf ears."	6/11/2015 1:41 PM
7	He didn't have any bad comments in regard to V.R., he just didn't really know how they helped him.	5/7/2015 12:10 PM
8	Very happy with services received.	5/7/2015 11:59 AM
9	Myron was great to work with	4/14/2015 3:15 PM
10	She said that she didn't work too much with V.R. because they referred her to Goodwill. She said that nobody at Goodwill discussed the work incentives with her.	4/14/2015 1:57 PM



## Q10 Who did you talk with?

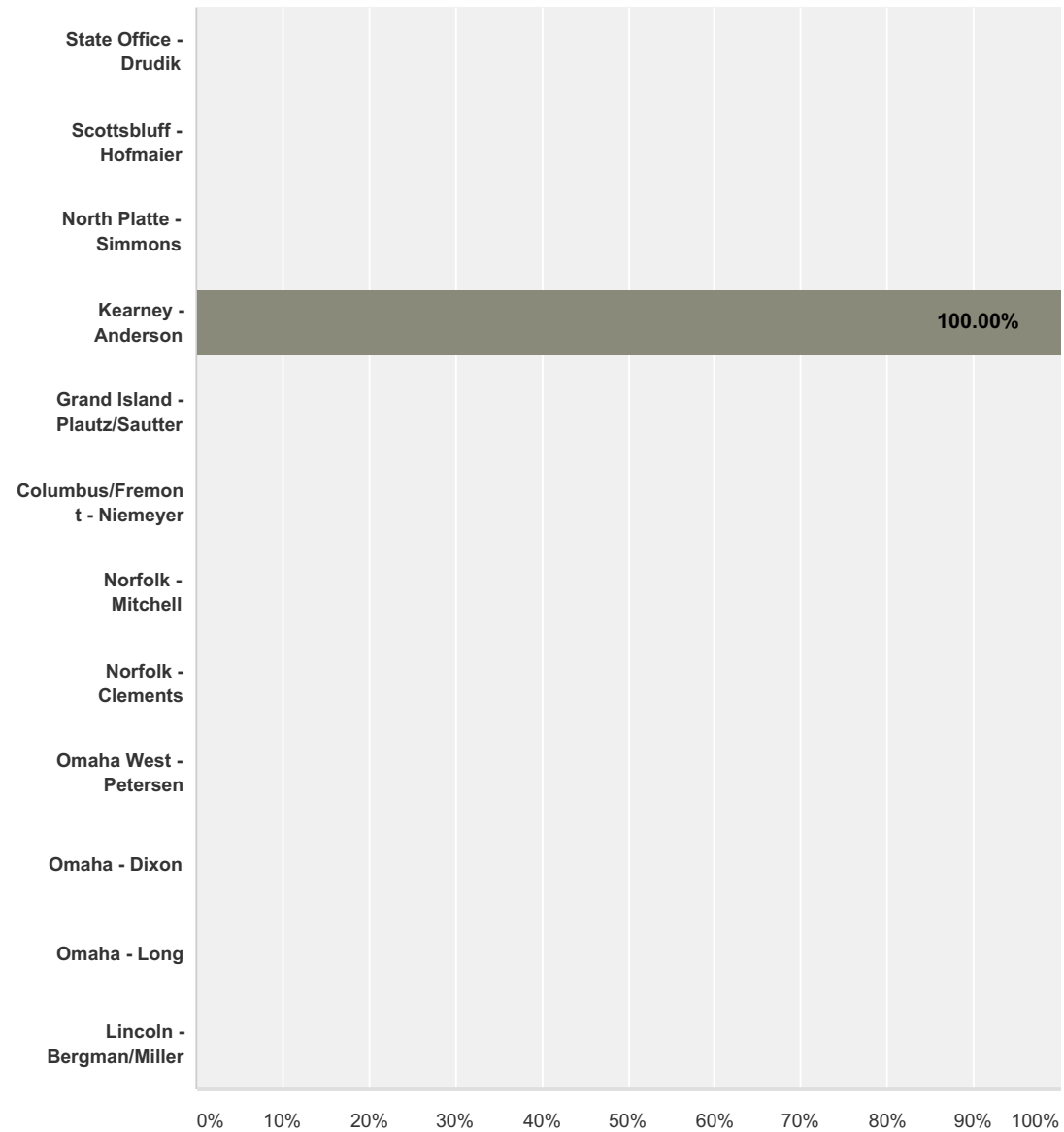
Answered: 60 Skipped: 0



Answer Choices	Responses	
Consumer/client	81.67%	49
Family member	20.00%	12
Total Respondents: 60		

### Q11 Which VR Team served this client?

Answered: 60 Skipped: 0



## 2014/15 VR Client Satisfaction Survey

Answer Choices	Responses
State Office - Drudik	0.00% 0
Scottsbluff - Hofmaier	0.00% 0
North Platte - Simmons	0.00% 0
Kearney - Anderson	100.00% 60
Grand Island - Plautz/Sautter	0.00% 0
Columbus/Fremont - Niemeyer	0.00% 0
Norfolk - Mitchell	0.00% 0
Norfolk - Clements	0.00% 0
Omaha West - Petersen	0.00% 0
Omaha - Dixon	0.00% 0
Omaha - Long	0.00% 0
Lincoln - Bergman/Miller	0.00% 0
<b>Total</b>	<b>60</b>